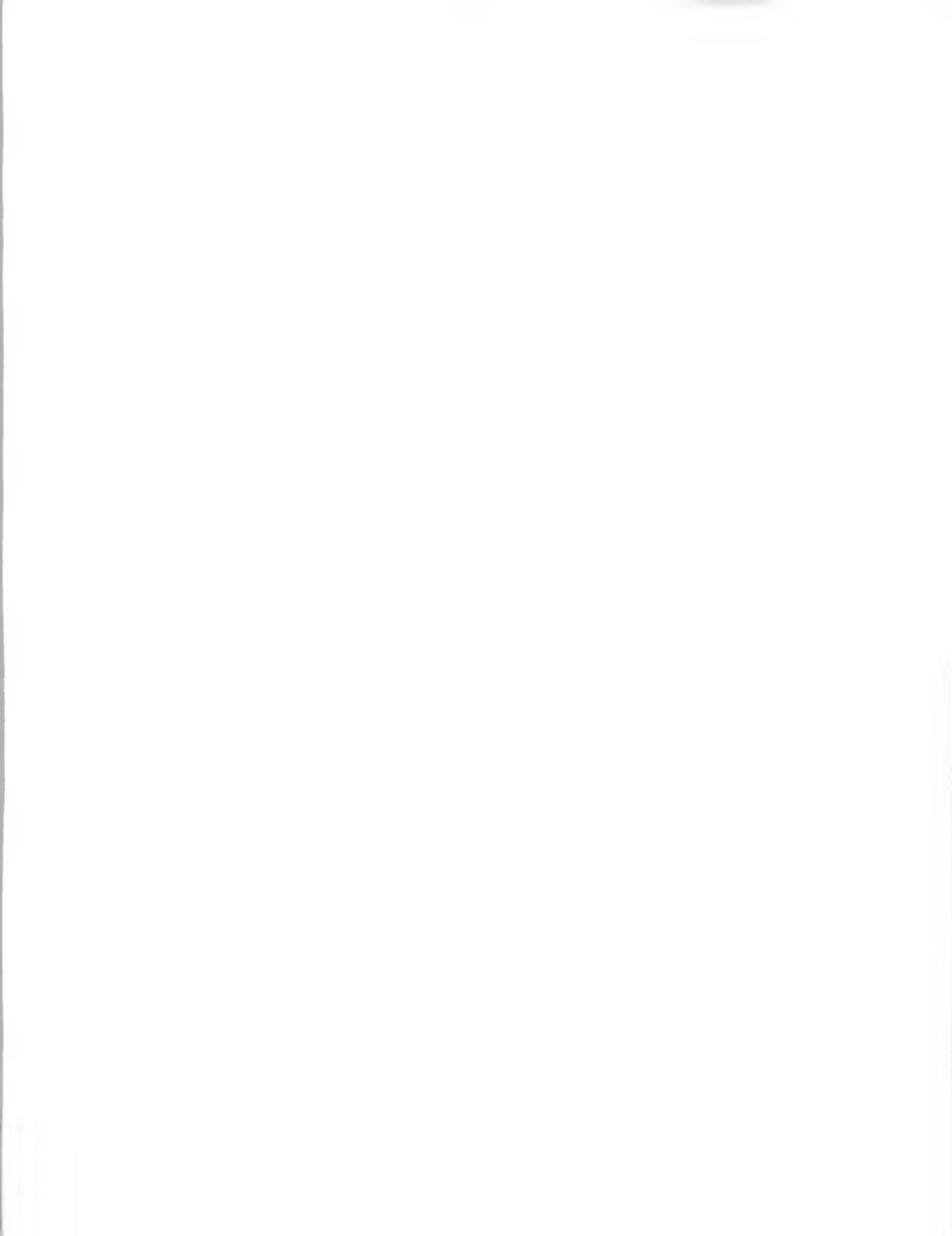


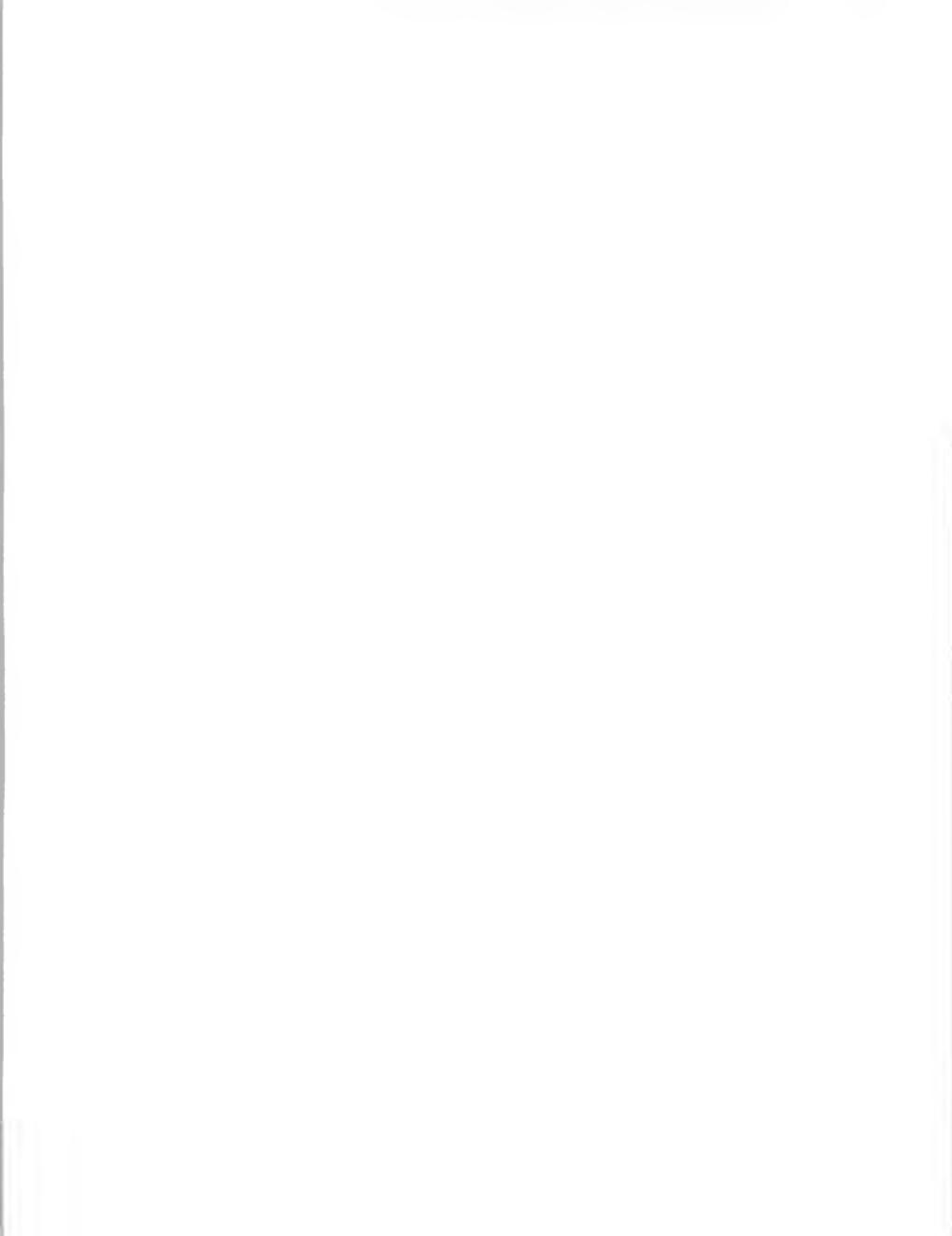
## **1. Miscellaneous (MS)**



## **2. Information Systems Issues (I)**



## **2a. Downsizing (ID)**



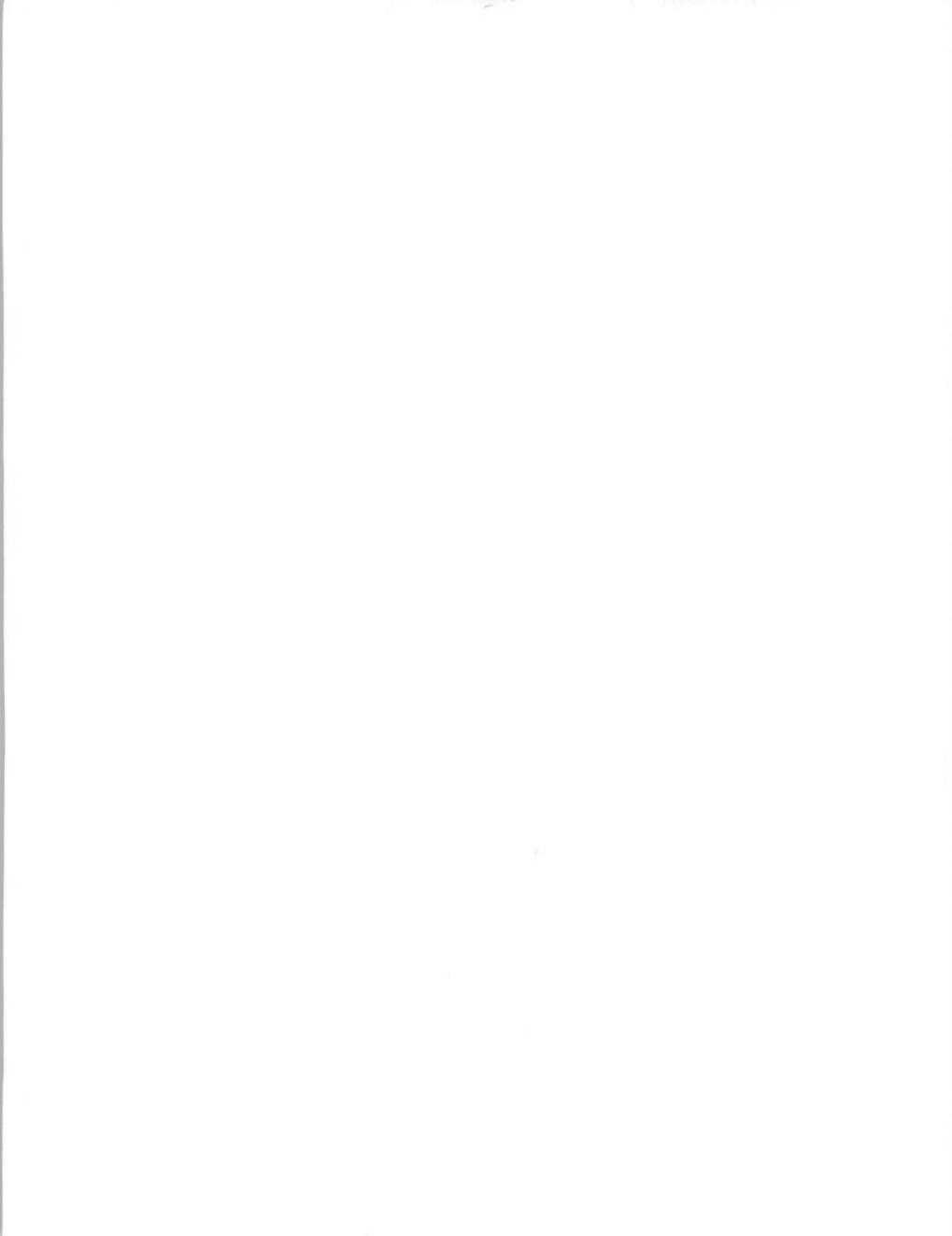
### **3. Office Systems (OS)**



## **4. Image Processing (IP)**



## **5. Application Development/CASE (AD)**



## **6. Outsourcing (OU)**



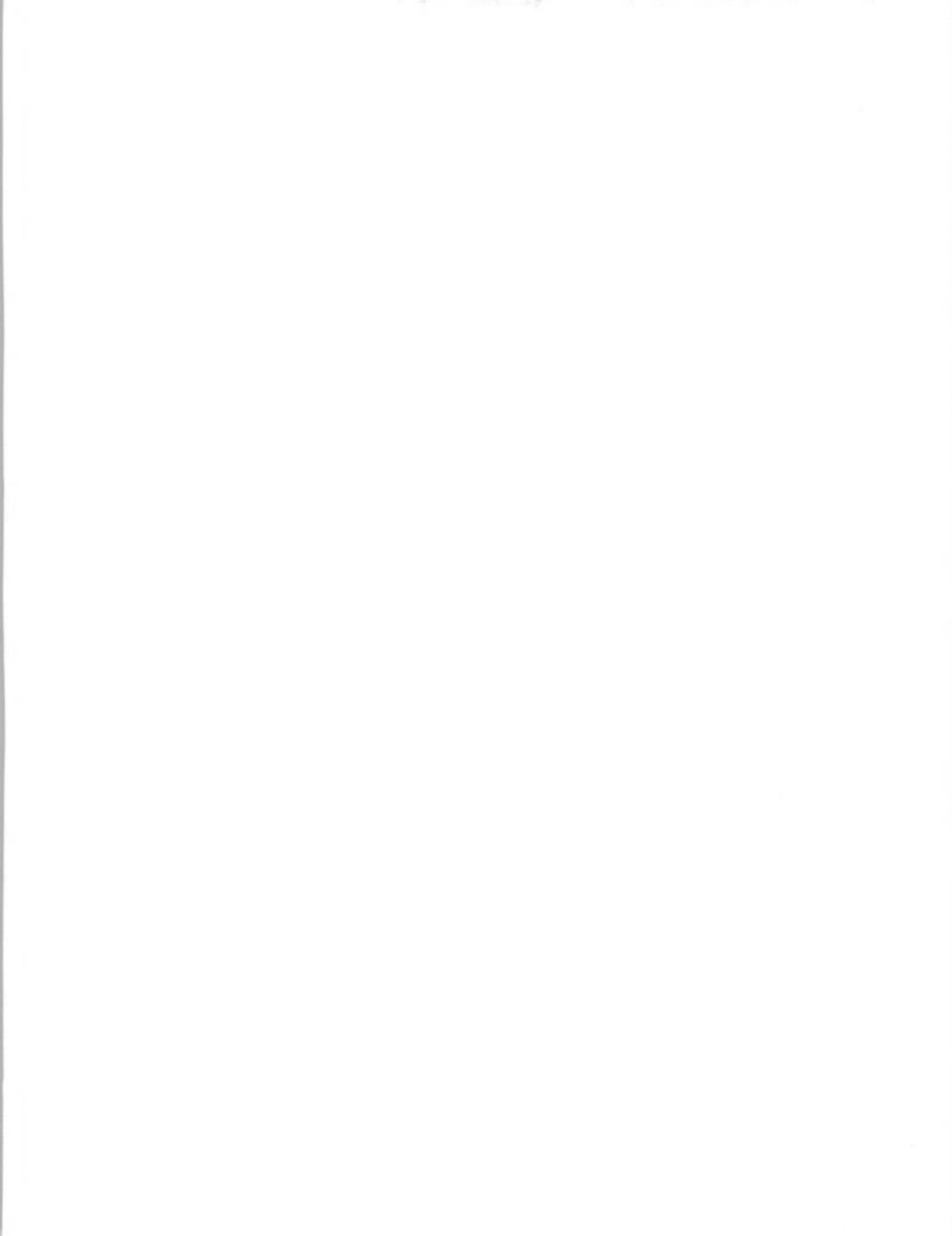
## **6. Outsourcing (OU)**



## **7. Information Services Industry Trends (IS)**



## **8. Worldwide Markets (WM)**



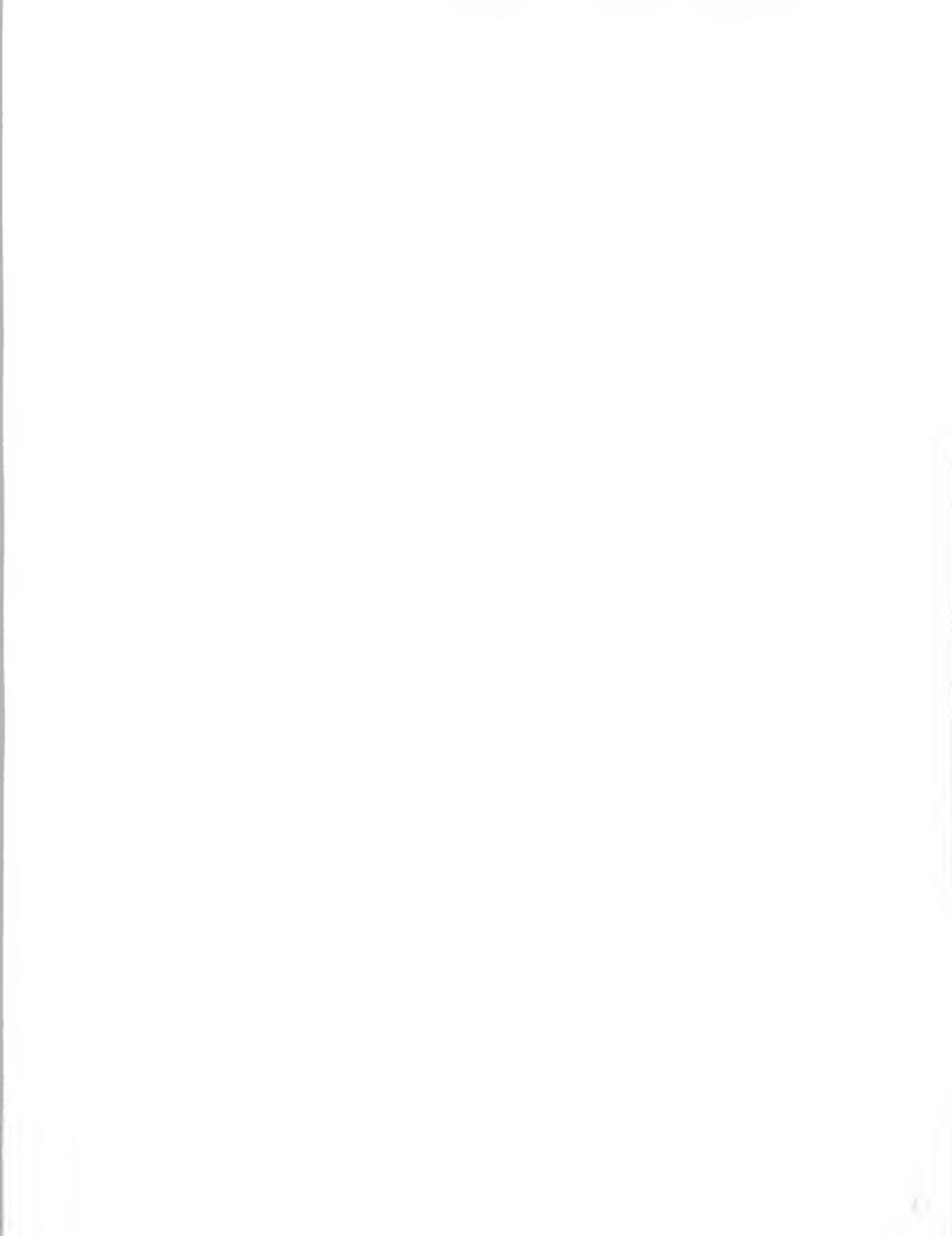
## **9. Europe (E)\***

This section is under review.

See new section **26. Europe**, for category breakdown.



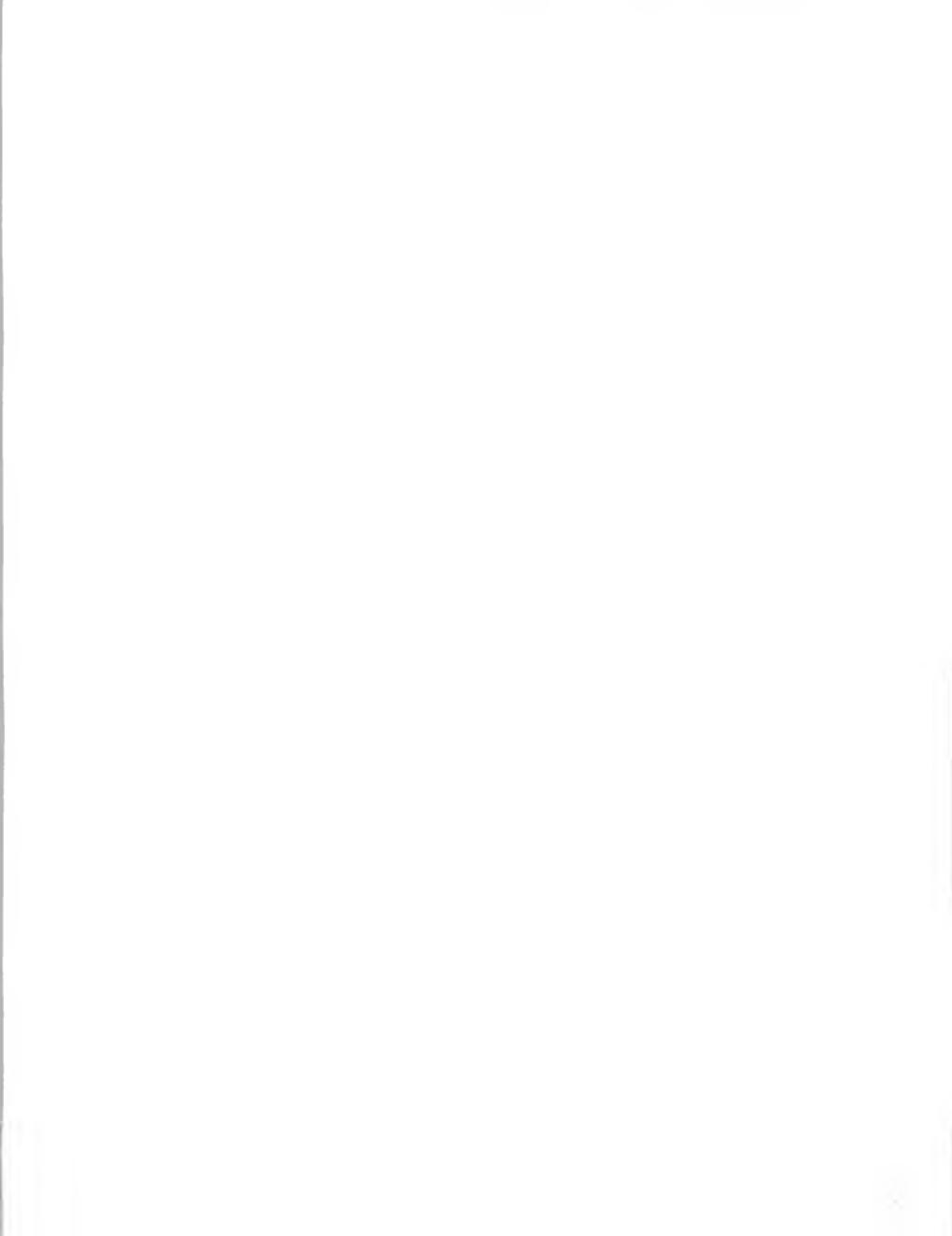
## **10. Asia/Pacific (AP)**



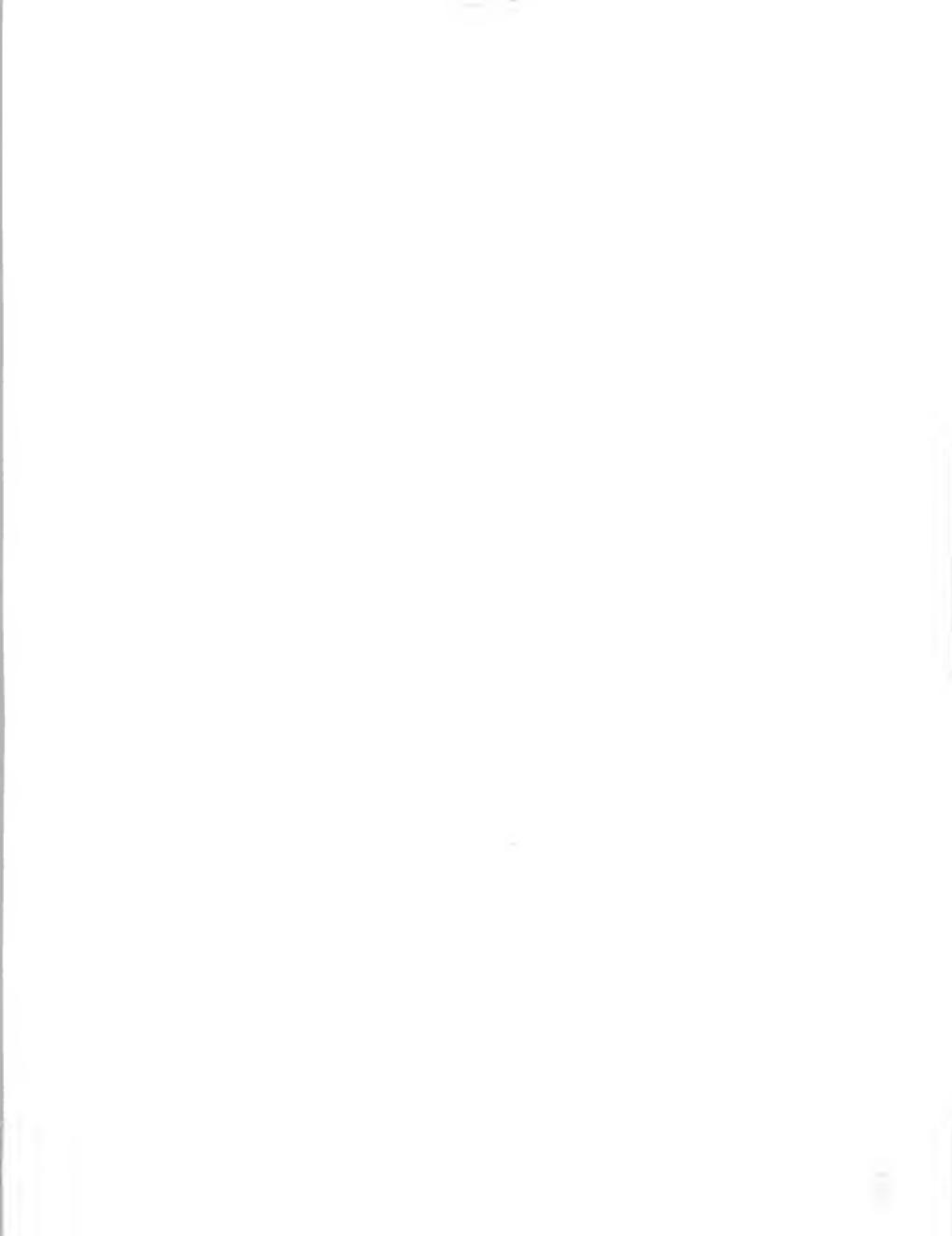
## **11. U.S. Market Forecasts (MF)**



## **12. Software Products (SP)**



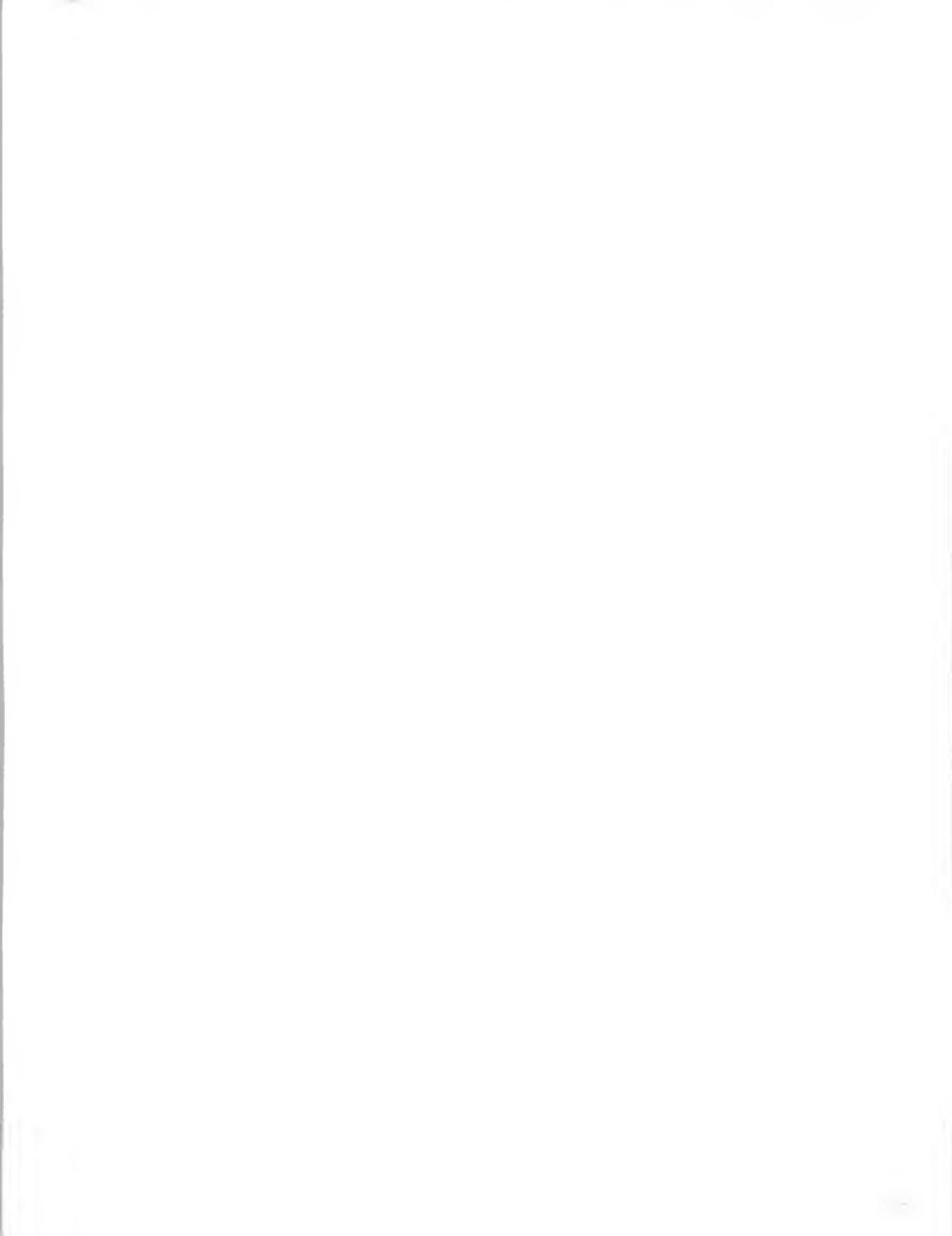
## **13. Turnkey Systems/VARs (TS)**



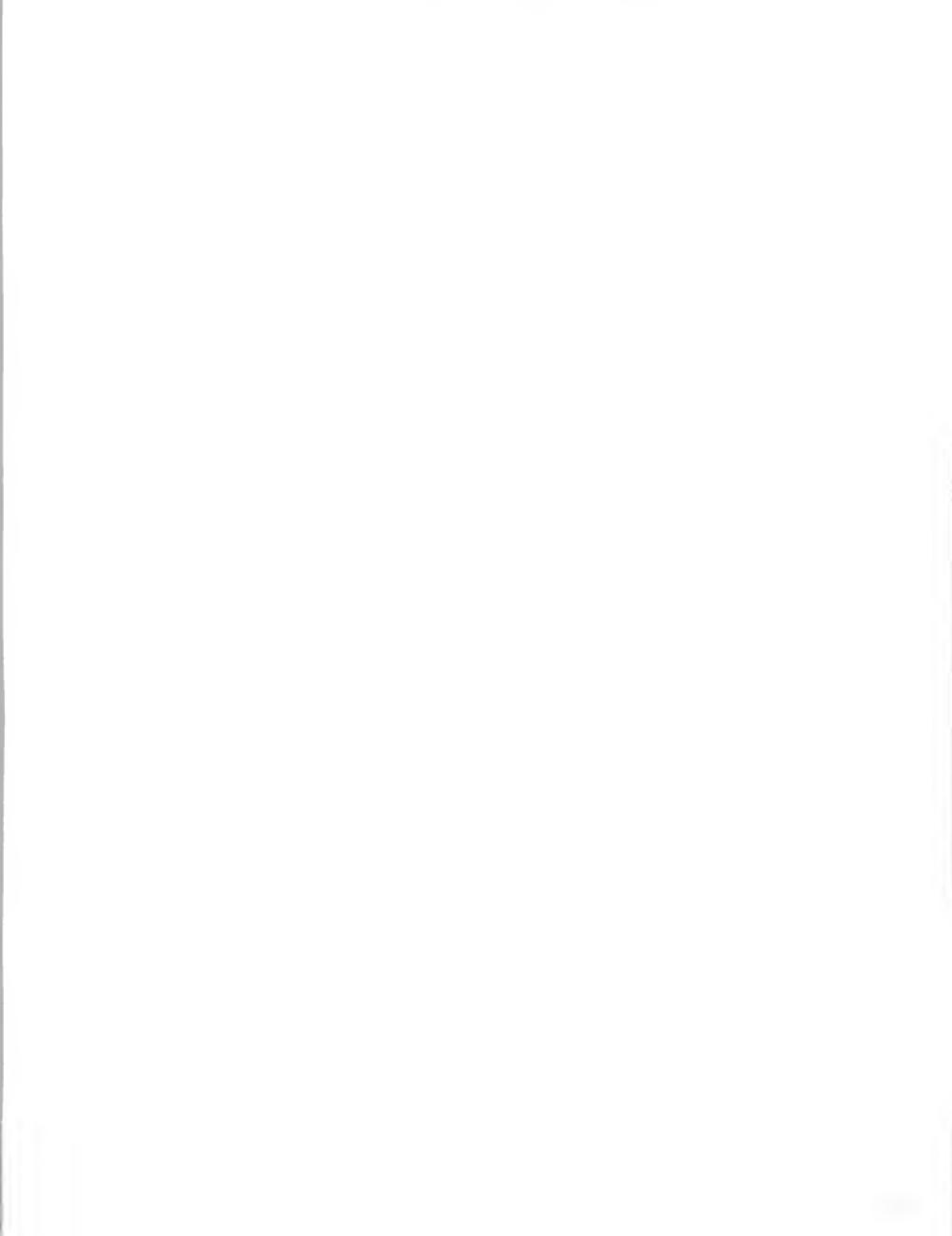
## **14. Systems Integration (SI)**



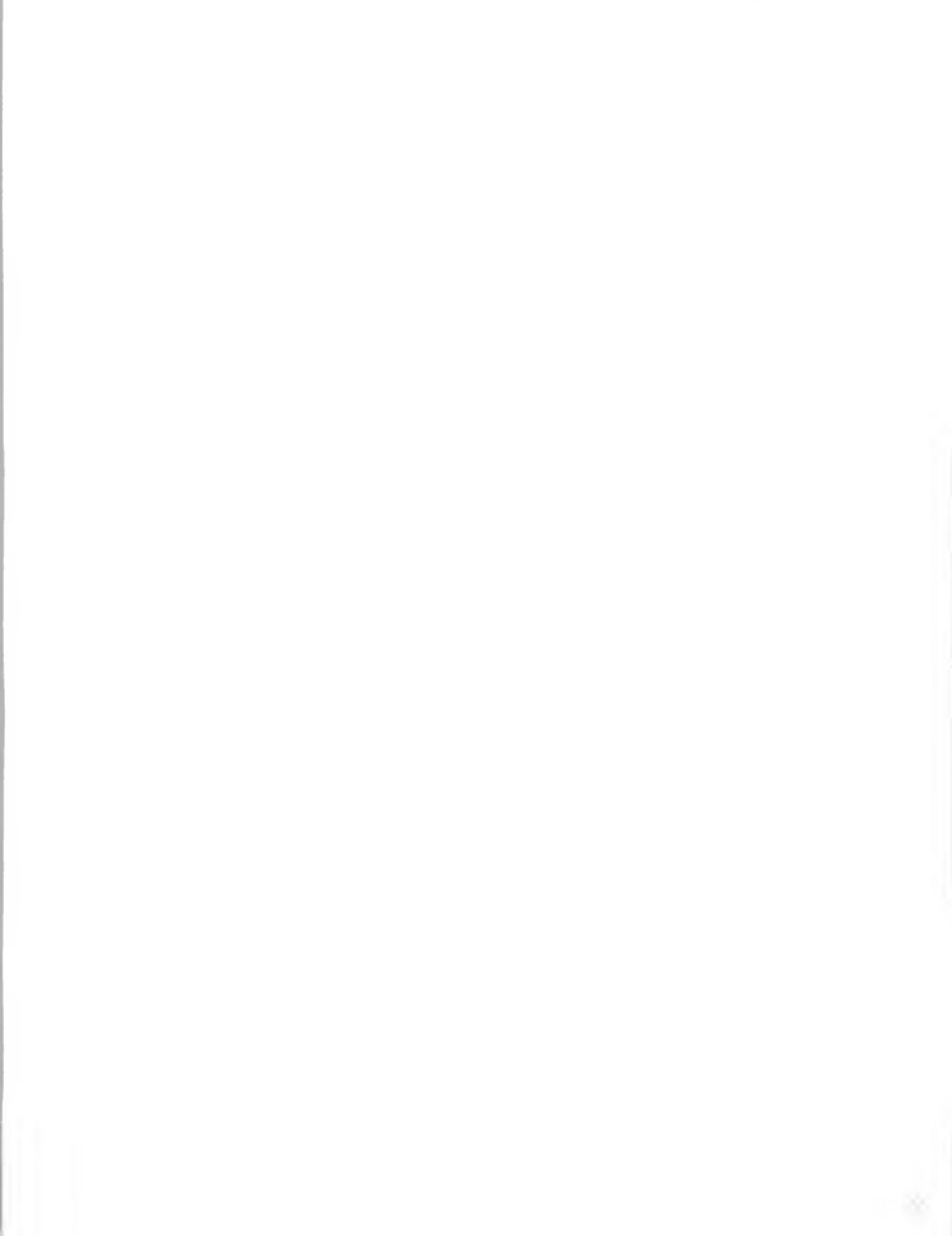
## **15. Professional Services (PF)**



## **16. Processing Services (PC)**



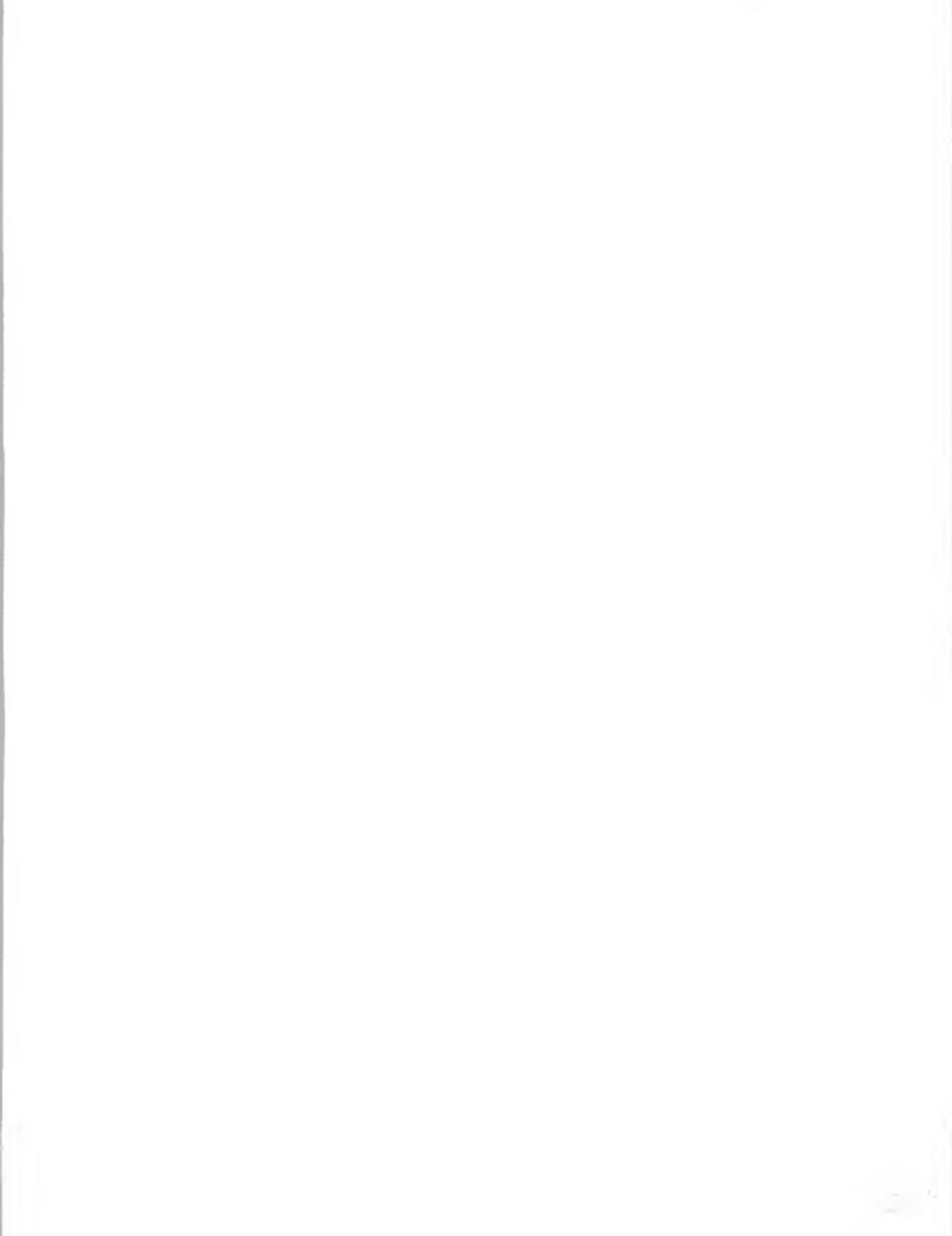
## **17. Systems Operations (SO)**



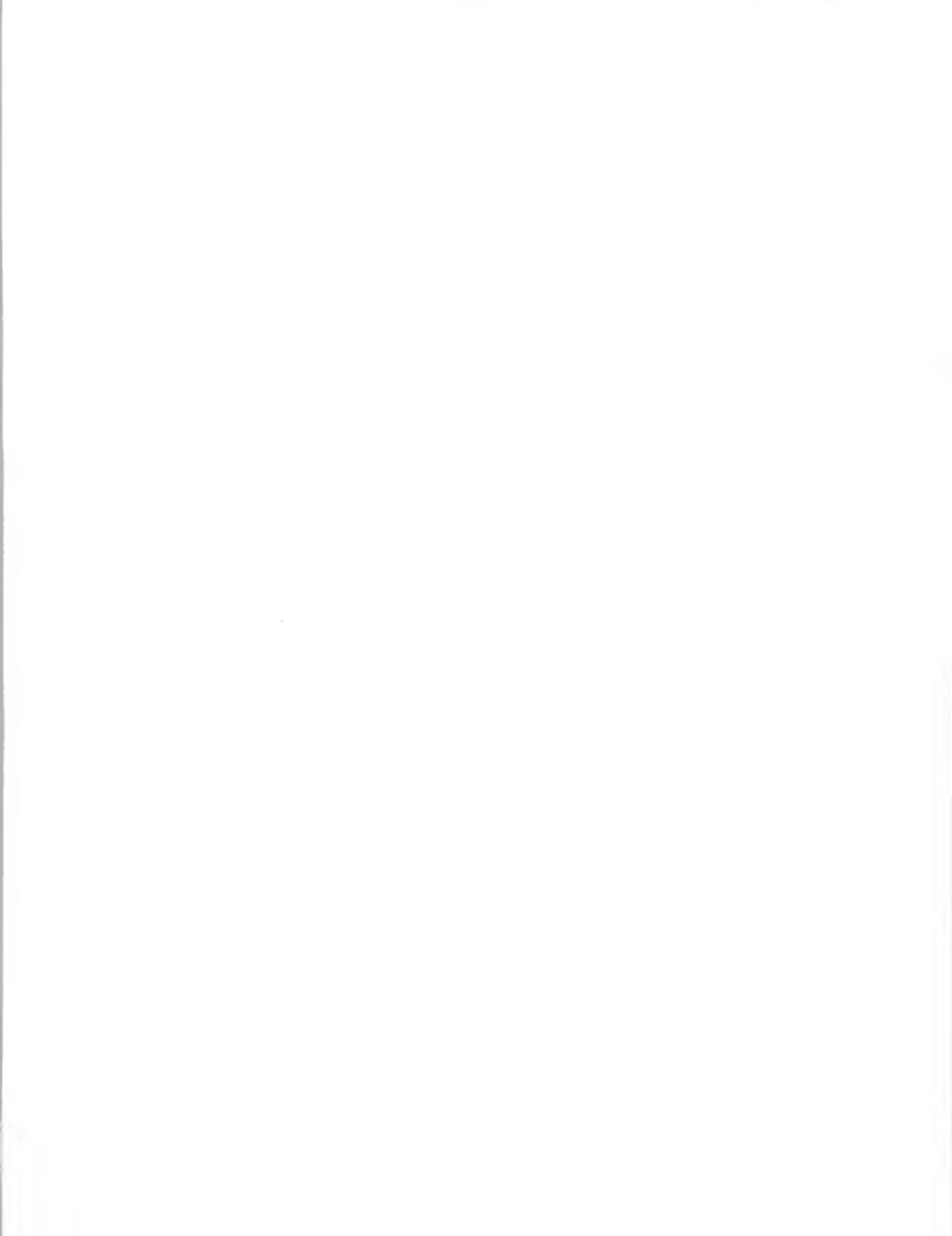
## **19. EDI (ED)**



## **20. Vertical and Cross-Industry Markets (VM)**



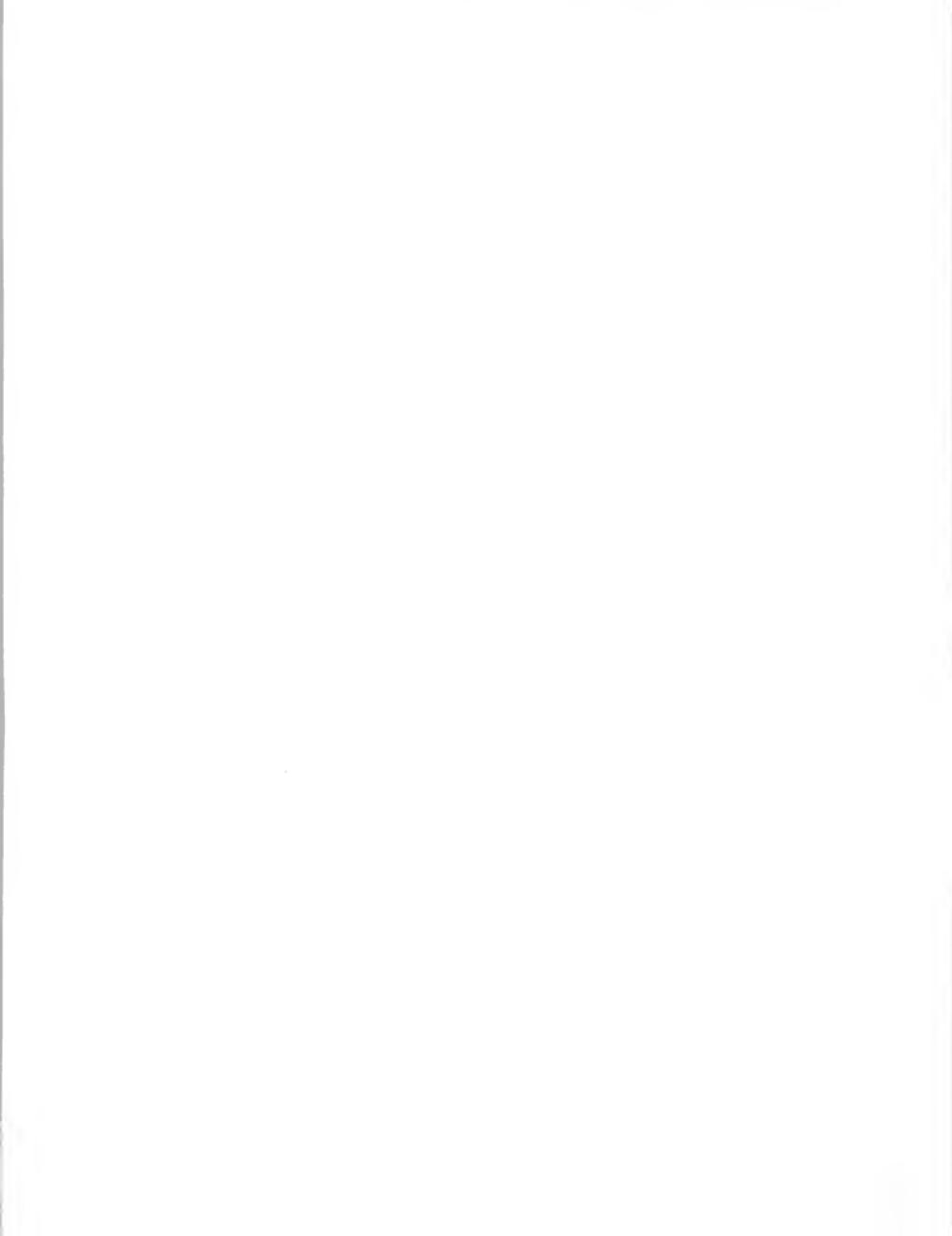
## **21. U.S. Federal Government (FG)**



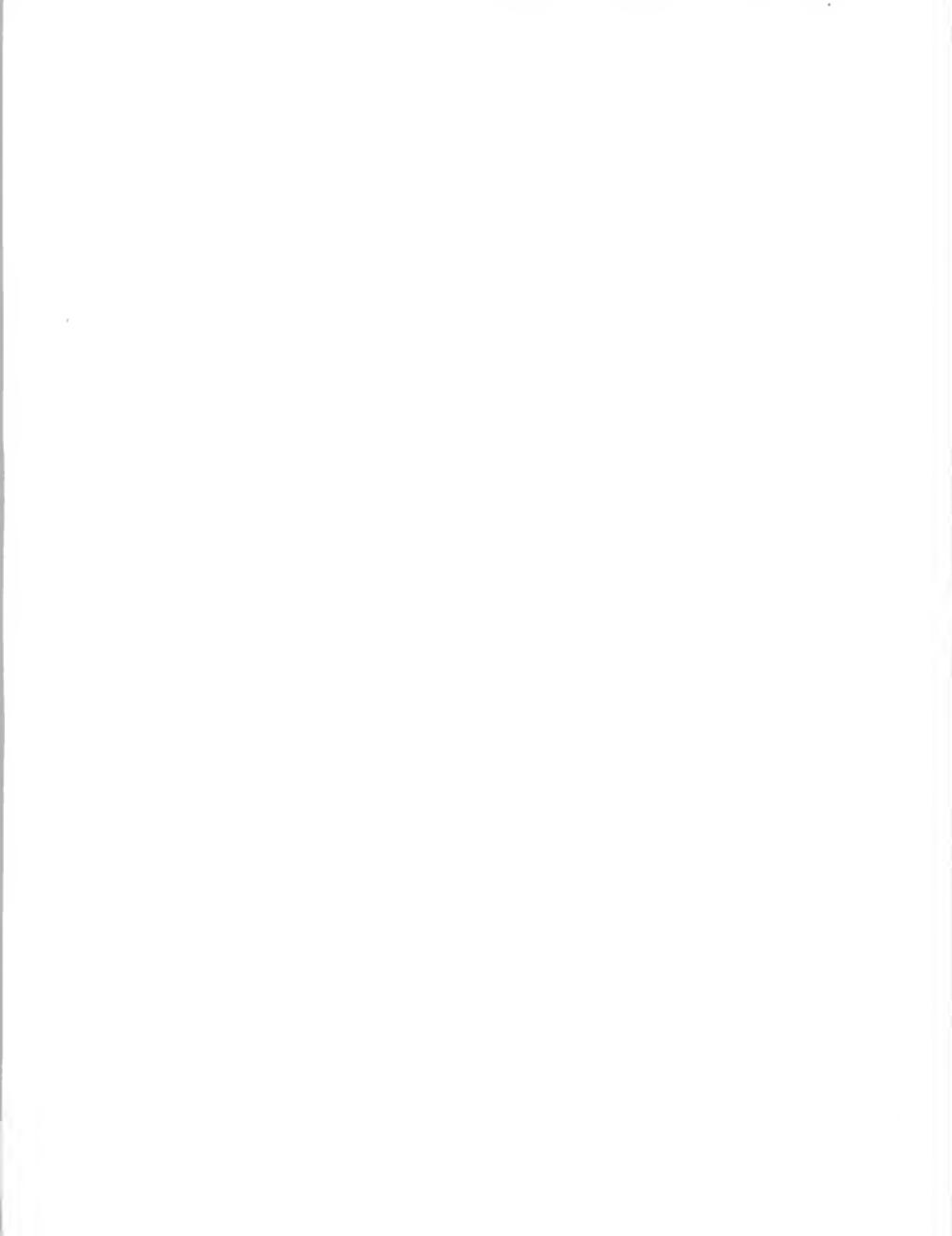
## **22. Competition (CO)**



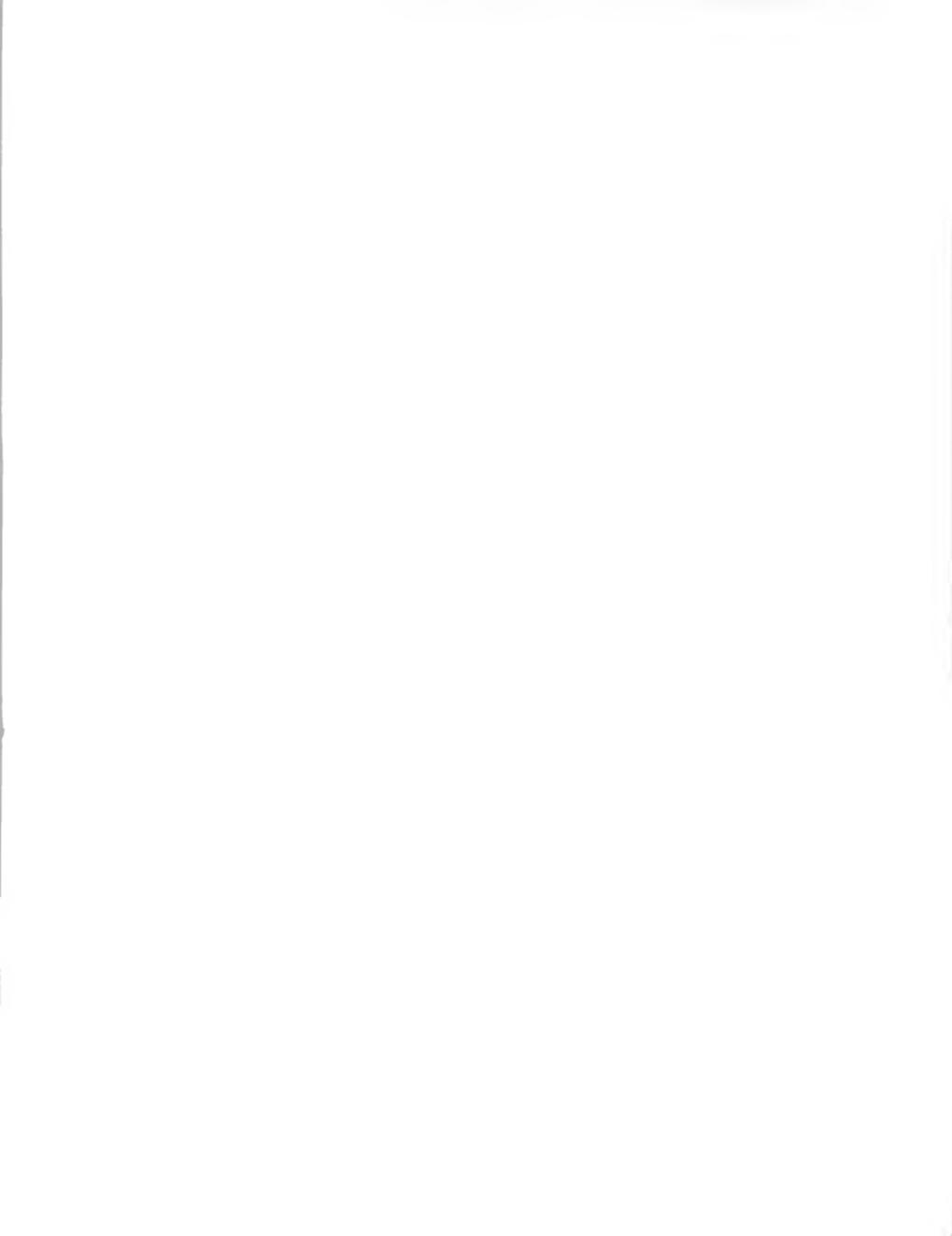
## **23. Summary and Conclusions (SC)**



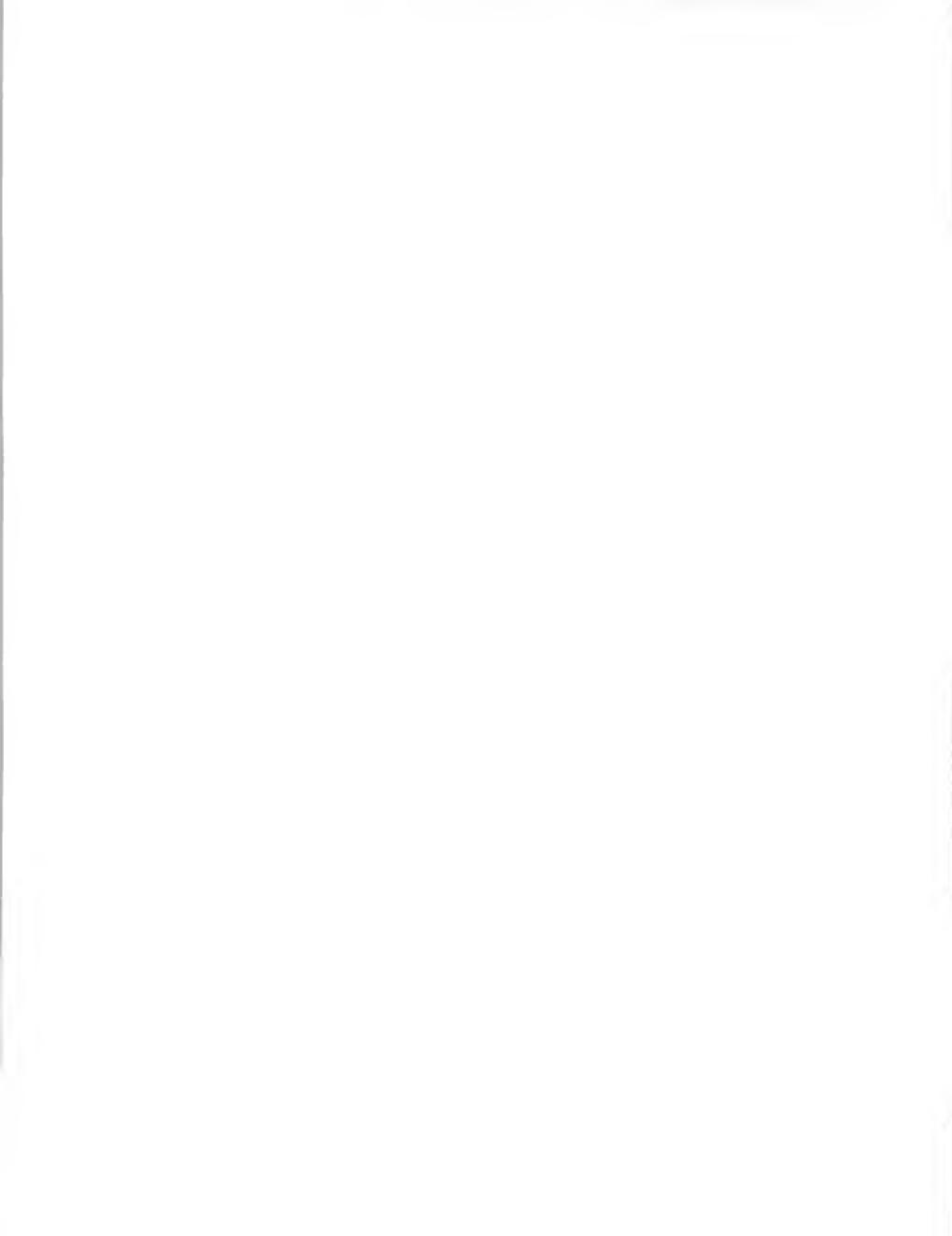
## **24. Customer Services (CS)**



## **25. Competition (CO)**



## **26.2 Information Systems Issues (E-I)**



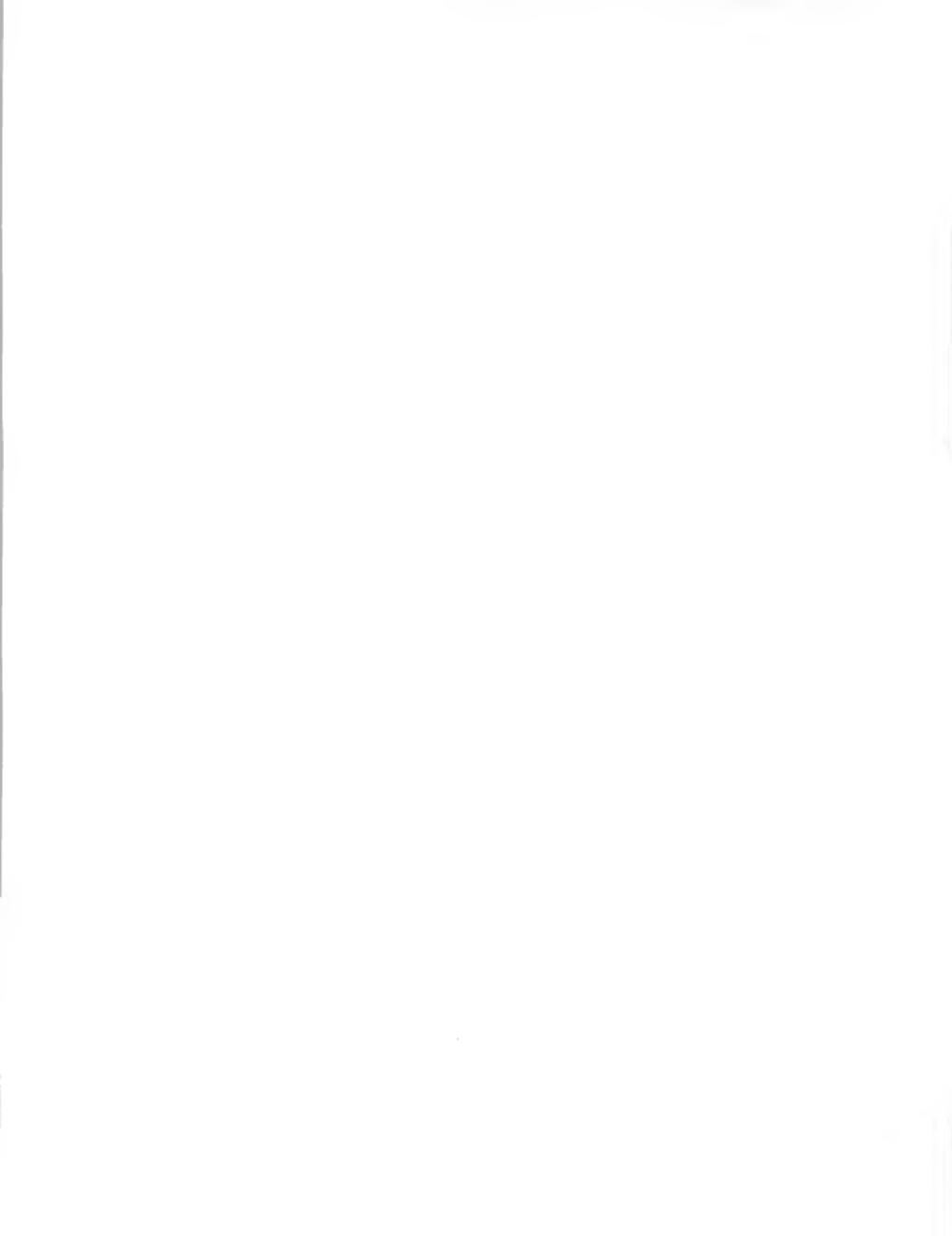
## **26.3 Office Systems (E-OS)**



## **26.4. Image Processing (E-IP)**



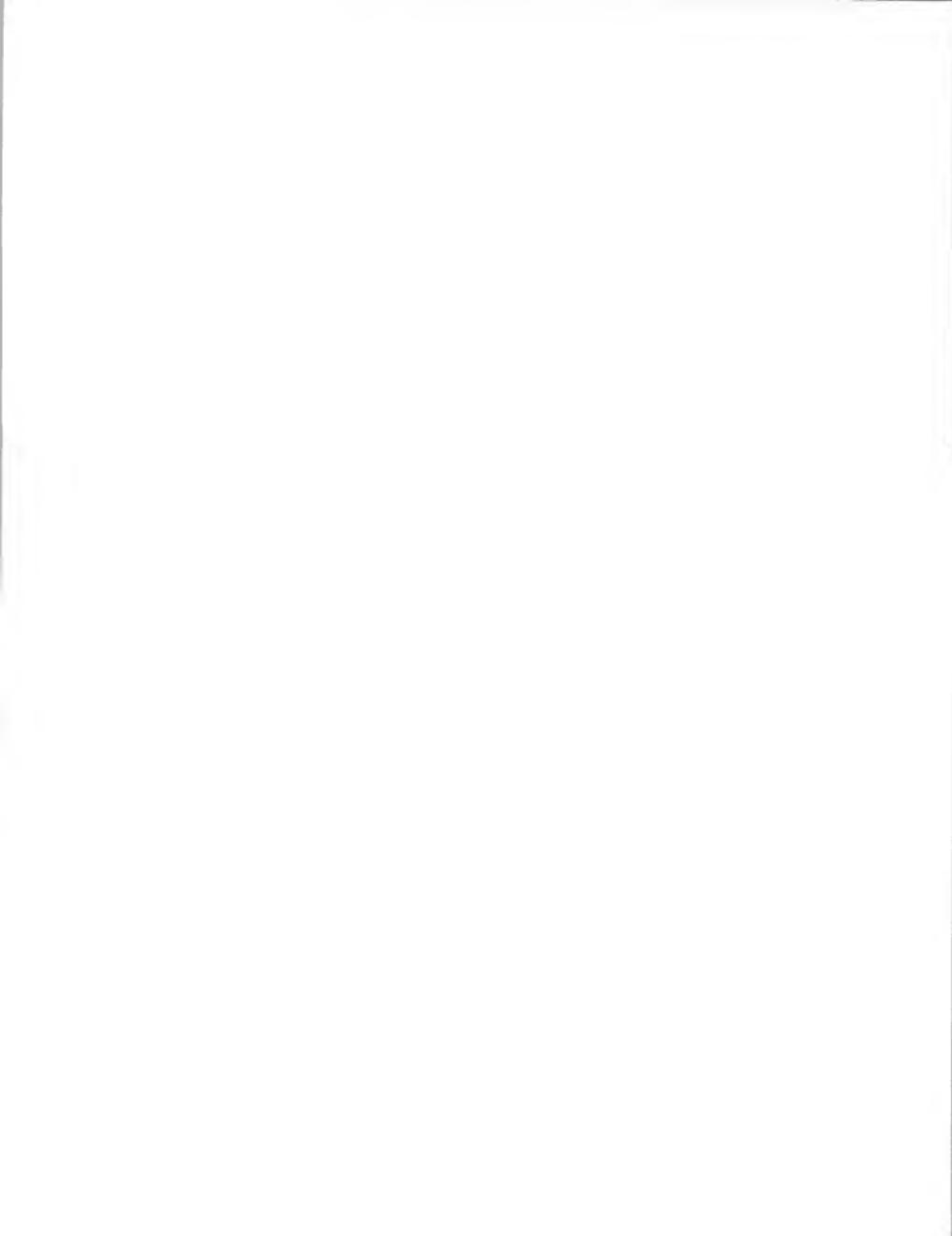
## **26.5 Application Development/CASE (E.AD)**



## **26.7 Information Services Industry Trends (E-IS)**



## **26.8 Worldwide Markets (E-WM)**



## **26.9 Asia/Pacific (E-AP)**



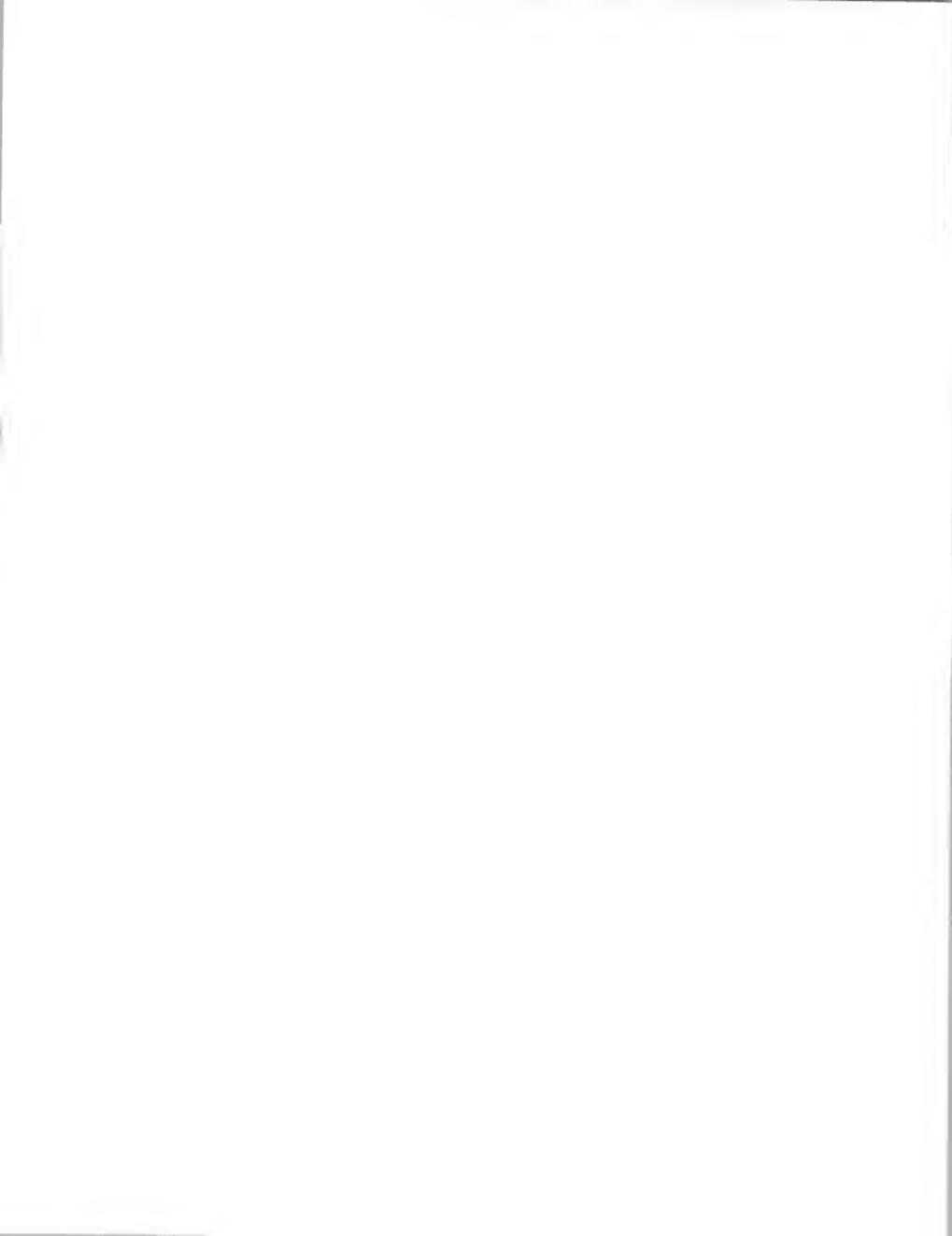
## **26.10 Market Forecasts (E-MF)**



## **26.13 Systems Integration (E-SI)**



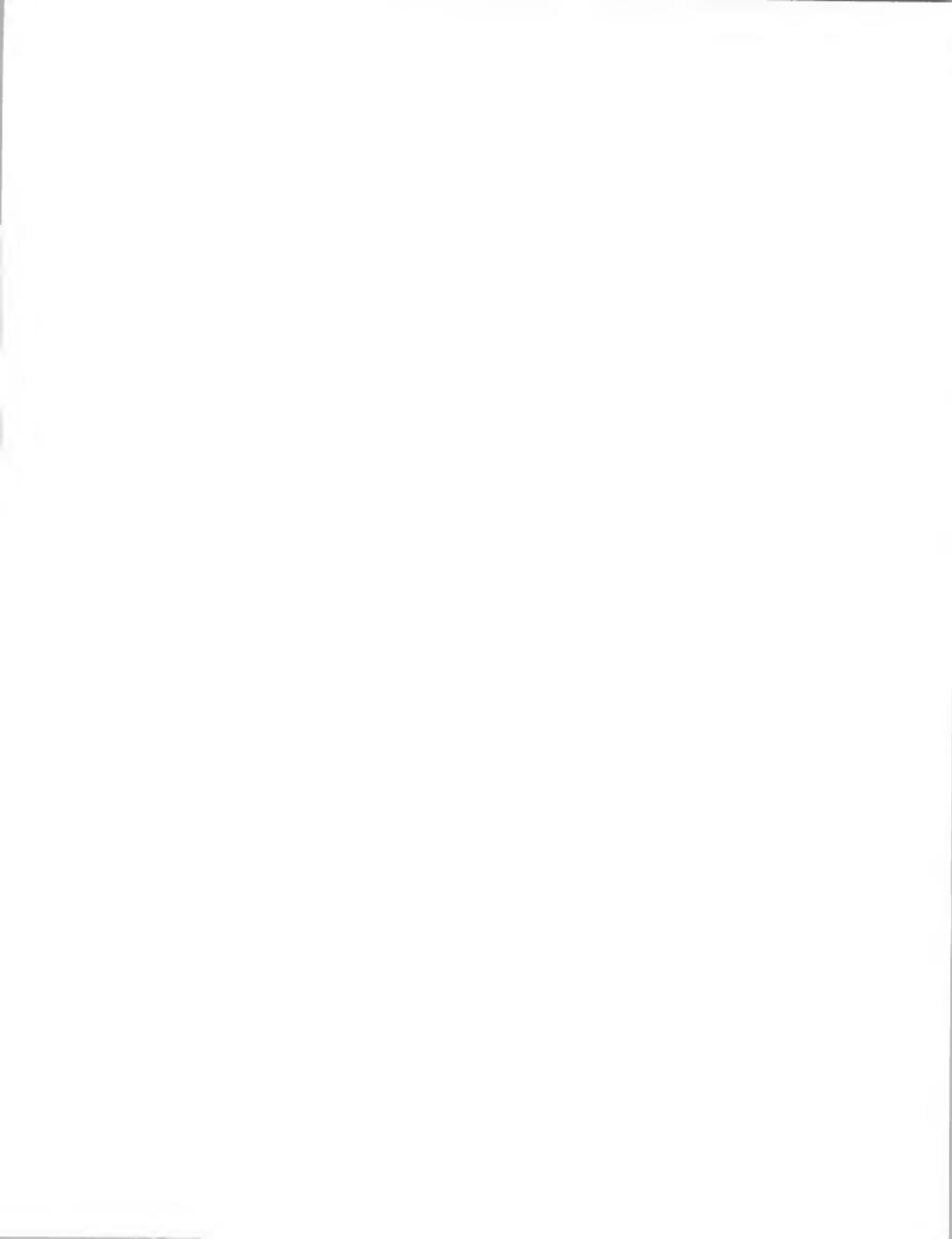
## **26.16 Systems Operations (E-SO)**



## **26.20 Competitive Trends (E-CT)**



## **26.21 Summary and Conclusions (E-SC)**



## **26.23 Competition (E-CO)**

